



Beale Patient Handbook

As of 30 May 2000

What our members say about us...

Quality

79% of Beneficiaries are Satisfied with the Quality of Care They Receive

Access

Over 62% of Beneficiaries are Satisfied with Access to Air Force Medical Care

Appointments

85% of Beneficiaries are Satisfied with the Ease of Making Appointments by Telephone

Over 74% of Beneficiaries are Happy with the Waiting Time for Appointments

Re-enrollment

86% of Beneficiaries Would Enroll or Reenroll in TRICARE Prime

Source: Air Force Performance Measurement Tool



Table of Contents

Phone Numbers	1
----------------------	----------

ACCESS TO CARE

Primary Care Manager	2
Access	3
Emergency Care	4
Health Care Finder	5
While on Leave	6
Pharmacy	7

ADMINISTRATIVE INFORMATION

Enrollment	8
Claims	9
Health Care Information Line	10
Health Enrollment Assessment Review	11
Permanent Change of Station (PCS)	12
TRICARE Contractor	13
How Much Will This Cost?	14



1. Phone Numbers

NAME	PHONE (Commercial)	PHONE (DSN)
Appointments	(530) 634-2941	368-2941
Appointments (Blue Team – Flight Medicine)	(530) 634-4927	368-4927
Clinics		
Dental	(530) 634-4782	368-4782
Family Advocacy	(530) 634-7911	368-7911
Family Practice	(530) 634-4750	368-4750
Flight Medicine	(530) 634-4927	368-4927
Internal Medicine	(530) 634-4824	368-4824
Mental Health	(530) 634-3420	368-3420
Optometry	(530) 634-2592	368-2592
Pediatric	(530) 643-4738	368-4738
Physical Therapy	(530) 643-4826	368-4826
Emergency	911	
Health Care Finder	(800) 242-6788	
Health Care Information Line (HCIL)	(800) 611-2883	
National Mail Order Pharmacy	(800) 903-4680	
Pharmacy	(530) 634-2337	368-2337
Pharmacy Refill Call-In	(530) 634-2859	368-2859
Primary Care Manager (Blue Team)	(530) 634-4927	368-4927
Primary Care Manager (Green Team)	(530) 634-4824	368-4824
Primary Care Manager (Red Team)	(530) 634-4750	368-4750
Primary Care Manager (Yellow Team)	(530) 634-4750	368-4750
Primary Care Manager (Pediatric Team)	(530) 634-4938	368-4938
TRICARE Claims	(800) 930-2929	
TRICARE Service Center	(800) 242-6788	
Urgent After Hours Service	(530) 634-4444	368-4444
Urgent After Hours Service (outside of local area)	(800) 360-9511	



2. Primary Care Manager

Primary Care Managers or PCMs are health care professionals who coordinate your medical care. By arranging all your medical care, your Primary Care Manager will become an expert on your health and that of your family members. Your Primary Care Manager will coordinate the care you receive from specialists, hospitals, and other providers. You will be referred to other military and civilian providers in the TRICARE network when appropriate. Your Primary Care Manager will also work with a Health Care Finder to authorize hospitalization and certain outpatient procedures.

Question

If I am already confident that I need to see a specialist, do I need to contact my PCM before I go?

For those enrolled in TRICARE Prime, it is always necessary to first consult your Primary Care Manager for specialty care. If it is necessary to see a specialist, the Primary Care Manager will help make the appointment.

More Q&A: <http://www.tricare.osd.mil>



Team Listing

- Yellow Team (Family Practice) (530) 634-4750
DSN 368-4750
- Red Team (Family Practice) (530) 634-4750
DSN 368-4750
- Blue Team (Flight Medicine) (530) 634-4927
DSN 368-4927
- Green Team (Internal Medicine) (530) 634-4824
DSN 368-4824
- Pediatric Team (530) 634-4738
DSN 368-4738

Procedures for Team Assignment

- If you are Active Duty, a Primary Care Manager is assigned according to your squadron. All others may choose a Primary Care Manager. If you have no preference, one can be assigned for you. You can change your Primary Care Manager at any time by calling the following numbers:
- Active Duty Members
(530) 634-4817 / 4833
DSN 368-4817 / 4833
- All Others (800) 242-6788



3. Access

In an emergency, call 911 or go directly to the nearest CIVILIAN hospital emergency room. Beale clinic is not equipped to handle emergency situations. An emergency is a sudden and unexpected medical condition or the worsening of a condition that threatens life, limb, or eyesight. See section 4 for further discussion on emergency medical treatment.

Urgent care is defined as medically necessary services that are required to prevent serious deterioration of an individual's health from an unexpected illness or injury.

Urgent care requires professional treatment within 24 hours but is not life threatening. For urgent care, contact your Primary Care Manager for an appointment.

You can expect to be seen within 24 hours for an acute condition; within one (1) week for a routine visit; within four (4) weeks for preventive health visits; and within four (4) weeks for specialty care referral.

Question

What is my priority for care in the Medical Treatment Facility?

By law, priority for care at the MTF is based on the following:

1. Active duty personnel
2. Active duty family members enrolled in TRICARE Prime
3. Retirees, Survivors and their family members enrolled in TRICARE Prime
4. Active duty family members not enrolled in TRICARE Prime
5. Retirees, Survivors and their family members not enrolled in TRICARE Prime
6. Non-enrolled persons eligible for military health care will be seen at military hospitals and clinics on a space-available basis

More Q&A: <http://www.tricare.osd.mil>



Making Appointments

- Call your specific Primary Care Manager appointment line.
 - Yellow Team
(530) 634-2941 DSN 368-2941
 - Red Team
(530) 634-2941 DSN 368-2941
 - Green Team
(530) 634-4824 DSN 368-4824
 - Blue Team
(530) 634-4927 DSN 368-4927
 - Pediatric Team
(530) 634-2941 DSN 368-2941

Clinic Hours

- Monday through Friday from 0730 to 1630

Websites

- www.beale.af.mil



4. Emergency Care

In an emergency, call 911 or go directly to the nearest CIVILIAN hospital emergency room. Beale clinic is not equipped to handle emergency situations.

An emergency is a sudden and unexpected medical condition or the worsening of a condition that threatens life, limb, or eyesight and requires immediate treatment, or requires treatment to relieve severe pain.

Some examples of emergency conditions include:

- Loss of consciousness
- Shortness of breath
- Chest pain
- Uncontrolled bleeding
- Sudden or unexpected weakness
- Inability to move
- Drug overdose
- Poisoning
- An individual in immediate danger of harming himself/herself or others
- Major depression
- Suicide attempts



Question

How do we obtain emergency care under TRICARE?

Any eligible beneficiary should immediately call 911 or go directly to the nearest CIVILIAN hospital emergency room for true emergencies, regardless of which TRICARE option is used. Call the Primary Care Manager within 24 hours of receiving emergency care.

More Q&A: <http://www.tricare.osd.mil>

Local Procedures for Emergencies

- Report to the nearest CIVILIAN emergency room. Notify the Primary Care Manager within 24 hours.

Phone Numbers

- 911

Websites

- www.beale.af.mil
- www.fhfs.com



5. Health Care Finder

Health Care Finders are medical professionals who are employed by the TRICARE contractor. The Health Care Finder can assist individuals who are out the local area or for any reason cannot contact their Primary Care Manager for an urgent appointment. The Health Care Finder can authorize urgent care, provide instructions on where to be seen, and arrange the appointment with the medical facility. For individuals out of the local area, the Health Care Finder will provide authorization and provide a local number to assist in finding necessary health care in any area.

Question

How does a Health Care Finder assist in obtaining medical care?

Health Care Finders work with beneficiaries, as well as doctors, nurses, and other health care professionals to locate the appropriate level of care that is the most convenient and cost effective. They do this by maintaining a database of health care professionals who participate in the TRICARE program. Health Care Finders works one-on-one with health care personnel and the beneficiaries to ensure the right care is provided at the right time.

More Q&A: <http://www.tricare.osd.mil>



Operation Hours for Health Care Finders

- 24 hours a day

Phone Numbers

- (800) 242-6788

Websites

- www.fhfs.com



6. While on Leave...

Emergency – An emergency is a sudden and unexpected medical condition or the worsening of a condition that threatens life, limb, or eyesight and requires immediate treatment, or requires treatment to relieve severe pain. Emergency care is normally provided at a hospital emergency room.

If a member needs emergency care while physically out of the area, immediately call 911 or go to the nearest medical facility. TRICARE covers emergency medical services no matter where you are and which plan you use – Standard, Extra, or Prime (deductibles, co-pays apply – see section 14).

Urgent – Care for a medical condition that, while not life or limb threatening, is serious enough that treatment cannot be delayed. (For example, eye and ear infections and suspected bladder infections.) Call your Primary Care Manager or the Health Care Finder for authorization prior to seeing a provider.

Question

What should I do if I'm a Prime enrollee and get sick while traveling outside my region?

1. For emergency situations report to the nearest emergency room and notify your Primary Care Manager within 24 hours.
2. For urgent care you must first obtain authorization from the Primary Care Manager or the Health Care Finder.

More Q&A: <http://www.tricare.osd.mil>



Procedures for Out of Area Care

- For emergency care situations report to the nearest emergency room. Notify your Primary Care Manager within 24 hours of the visit to the emergency room.
- For urgent care situations first contact your Primary Care Manager or the Health Care Finder for authorization.

Phone Numbers

- TRICARE Service Center (800) 242-6788
- Health Care Finder (800) 242-6788

Websites

- www.beale.af.mil
- www.fhfs.com



7. Pharmacy

TRICARE members should use the following list to determine where to have prescriptions filled:

1st choice: Beale AFB Clinic. There is not cost for prescriptions filled at the Beale AFB pharmacy. TRICARE Prime members are required to use this option for non-emergency medications. Additionally, TRICARE Prime enrollees can have their prescription filled through the National Mail Order Pharmacy.

2nd choice: Local Network Pharmacy. This will require a small co-pay from the patient. Call for the most current list of network pharmacies.

3rd choice: Any pharmacy not in the network. This is the most costly of the three options.

In the event emergency medication is needed after normal business hours, TRICARE Prime enrollees may bring prescriptions to any network pharmacy.

TRICARE Extra and Standard beneficiaries may also use the medical treatment facility and National Mail Order Pharmacy. Use of a non-networked pharmacy may result in significant out-of-pocket expense.



Question

What medications are available through the National Mail Order Pharmacy?

The National Mail Order Pharmacy is for prescriptions that taken on a recurring basis, such as medication to reduce blood pressure or treat asthma, diabetes, or any long-term health condition. It is not intended for acute medications like antibiotics.

More Q&A: <http://www.tricare.osd.mil>

Pharmacy Hours/Locations

- 9th Medical Group
15301 Warren Shingle Rd
Beale AFB CA 95903
Monday through Friday from 0730 to 1700 hours

Phone Numbers

- Beale Clinic Pharmacy
(530) 634-2337 DSN 368-2337
- Pharmacy Refill Call-In
(530) 634-2859 DSN 368-2859

Websites

- www.beale.af.mil



8. Enrollment

“Enrolling” is the process of signing up for TRICARE Prime. For most people, enrolling in Prime is the most cost-effective TRICARE choice. It also gives you the best access to a military treatment facility. Space available appointments and admissions may be difficult to obtain unless enrolled in TRICARE Prime. Enrolling in Prime guarantees:

- Timely access to health care
- A Primary Care Manager (health care provider)
- A focus on preventive care
- TRICARE Prime coverage away from home

There is no enrollment fee for active duty members and family members to enroll in TRICARE Prime. Eligible retirees and their family members may also enroll for an annual fee.

Question

How can I enroll in TRICARE Prime?

Active duty members are automatically enrolled in TRICARE Prime and assigned a Primary Care Manager. Members can also enroll on a voluntary basis by completing an enrollment application at the TRICARE Service Center, located at the Beale AFB Clinic.

More Q&A: <http://www.tricare.osd.mil>



How & Where to Enroll

- You must complete an enrollment application.
- Call (800) 242-6788 or visit your TRICARE Service Center for enrollment materials and other information.
- The TRICARE Service Center is located in the 9th Medical Group at 15301 Warren Shingle Road, Beale AFB.

Phone Numbers

- (800) 242-6788

Websites

- www.fhfs.com



9. Claims

Claims are filed when a beneficiary receives a bill for services received from a civilian doctor or other medical provider. Filing a claim is never necessary if you see a provider at a Military Treatment Facility. Some medical care providers will file the claim form themselves; others require the individual to complete the form. It is important to fill out the claim form correctly and to include any necessary paperwork (or else the payment could be delayed). Equally important, all TRICARE-eligible persons must be enrolled in the DEERS computerized eligibility checking system. Military members and their families are automatically enrolled in DEERS when they receive their military ID card. If you have any questions about claims processing or want to check the status of your claims submission, please contact your TRICARE Service Center representative at (800) 242-6788.

Question

What are the main causes of slow claims processing?

In most cases, important information is missing from the claim. This includes the patient's name as it appears on his/her military ID card, sponsor's Social Security Number, patient's date of birth, other health insurance information and claims coding information.

More Q&A: <http://www.tricare.osd.mil>



Who to Contact Locally About Claims

- Active Duty Members

Health Benefits Advisor at (530) 634-4817 / 4833 DSN 368-4817 / 4833

- All Other TRICARE Members

TRICARE Claims Processor at (800) 930-2929 or

Palmetto GBA-TRICARE Claims

P.O. Box 870001

Surfside Beach, SC 29587-8701

Websites

- www.beale.af.mil
- www.fhfs.com



10. Health Care Information Line (HCIL)

The Health Care Information Line (HCIL) is an information line offering guidance on a variety of health and wellness matters. Additionally, the Health Care Information Line offers users the capability to speak directly with a registered nurse at any time. The registered nurse operating the Health Care Information Line can answer specific questions or help determine if a condition is of an emergency or non-emergency nature. They also offer general guidance on preventive health related issues.

Question

What is the function of the Nurse Advisor at the Health Care Information Line?

Nurse advisors are available in most regions, by phone, to provide advice and assistance that will enhance patient decision making about their health care. They are available 24 hours a day, 7 days a week, and can discuss treatment alternatives, symptoms, and illness prevention or can advise whether a situation warrants immediate medical attention. Any TRICARE-eligible person can use the service of the nurse advisor.

More Q&A: <http://www.tricare.osd.mil>



Phone Numbers

- (800) 611-2883

Websites

- www.pha-online.com/hcil/



11. Preventive Health Assessment (PHA)

All active duty members require an annual medical evaluation ensuring Beale AFB can effectively support the following mission requirements:

- Deployment readiness
- Medical and dental fitness for duty
- Occupational health assessment

An active duty member's PHA is scheduled via their squadron fitness monitor during his/her birth month. PHA is an Air Staff directive, and therefore it is essential that each active duty member completes the entire PHA appointment process annually.

Depending on age, gender, occupation, and health status, the entire PHA process can take two to four hours over one to three visits.

Health Enrollment Assessment Review (HEAR)

A vital part of providing health care for TRICARE Prime enrollees is the completion of a Health Enrollment Assessment Review, or HEAR, form. This confidential document determines individual health needs and helps plan individual, community prevention, health promotion programs. Active duty members complete the HEAR during their annual PHA. All other TRICARE Prime members receive a survey by mail.



Question

How often does the HEAR form need to be completed?

For active duty members, as part of the annual PHA process, the HEAR is required annually. For TRICARE Prime members other than active duty, the HEAR needs to be completed only once per enrollment in each region.

More Q&A: <http://www.tricare.osd.mil>

PHA Process

- | | |
|----------------------------------|----------------|
| ▪ Yellow Team (Family Practice) | (530) 634-4750 |
| ▪ Red Team (Family Practice) | (530) 634-4750 |
| ▪ Blue Team (Flight Medicine) | (530) 634-4927 |
| ▪ Green Team (Internal Medicine) | (530) 634-4824 |

Websites

- www.pha-online.com/hcil/



12. Permanent Change of Station (PCS)

Out-processing checklists at each base include the local military treatment facility (MTF) and/or TRICARE Service Center. When moving to a different region, you will have up to 30 days at the new site to enroll. Your old region will cover you for care until you enroll at the new region. See Section 6, *While on Leave...*

Question

If my family moves to a different region, are we (active duty) automatically assigned a new Primary Care Manager, or do we have to re-enroll?

For active duty members, enrollment is automatic. For active duty family members, enrollment in TRICARE Prime is on a voluntary basis. Currently, if a member moves to a different region, they will have up to 30 days at the new site to enroll. The old region will cover beneficiaries for care until they enroll at the new region.

More Q&A: <http://www.tricare.osd.mil>



What to do prior to/after PCS

- Family members should remain enrolled at the old duty station until arrival at the new duty station. Re-enroll during in processing at the new location. Active duty members are automatically enrolled at their new duty station and are not required to complete any enrollment forms. The TRICARE Service Center at the gaining or losing base can provide additional information.

What to do for care during PCS

- For emergency care report to nearest emergency room.
- For urgent care call your specific Primary Care Manager (from your previous base).
- Routine care is not authorized during PCS move.

Phone Numbers

- Beale TRICARE Prime members (800) 360-9511
- TRICARE Prime members from other bases notify the specific Primary Care Manager at the previous base

Websites

- www.beale.af.mil
- www.fhfs.com



13. TRICARE Contractor

TRICARE contractors operate the TRICARE Service Center at the Beale AFB Clinic. These personnel expand and supplement the capabilities of the military treatment facility. TRICARE Service Center functions include TRICARE Prime enrollment, disenrollment, enrollment transfer, Primary Care Manager assignment, routine and specialty appointment assistance, grievance and complaint resolution, claims processing assistance and dispute resolution.

Question

How do TRICARE Service Centers assist beneficiaries?

TRICARE Service Centers are staffed by health care professionals who help beneficiaries obtain services they need.

- Health Care Finders make appointments and help find specialists. They also provide names of civilian doctors participating in the TRICARE network.
- Beneficiary Services Representatives help explain the options available, and assist in deciding which TRICARE program best suits the needs of the individual.
- Representatives also can enroll members in TRICARE Prime, assist with the selection of a Primary Care Manager, and help resolve any billing problems.

TRICARE Service Centers also send beneficiaries TRICARE information packages describing the features of each of the TRICARE options and what alternatives are available for each beneficiary category.

More Q&A: <http://www.tricare.osd.mil>



TRICARE Service Center

- Located in the 9th Medical Group (main clinic)
15301 Warren Shingle Rd
Beale AFB CA 95903-1907

Phone Numbers

- (800) 242-6788

Websites

- www.fhfs.com



14. How Much Will This Cost?

The out-of-pocket expenses a member can expect is broken down into three categories:

- Annual Enrollment Fees (for TRICARE Prime only – see Table #1)
- Annual Deductible (for TRICARE Extra & TRICARE Standard – see Table #2)
- Co-Pays (for all TRICARE coverage obtained at civilian medical facilities – call for most current information)

Table #1

Annual Enrollment Fee	TRICARE Prime			
	Active Duty	Active Duty Family	Retiree (Individual)	Retiree (Family)
	\$0	\$0	\$230	\$460

Table #2

Annual Deductible	TRICARE Extra & TRICARE Standard					
	Individual (E1 – E4)	Family (E1 – E4)	Individual (E5 & Up)	Family (E5 & Up)	Retiree / Other (Individual)	Retiree / Other (Family)
	\$50	\$100	\$150	\$300	\$150	\$300

